# Prompt Pay Compliance Summary for Processed Electronic Long Term Care and HCBS Claims

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES progrm. The additional requirements apply to electronically submitted nursing facility claims and for HCBS claims for services other than PERS, assistive technology, minor home modifications, and pest control.

**TennCare Contractual Requirements Only** 

90%

99.5%

For the Month Ended

14 Day Clean Claims

21 Day Clean Claims

Compliance?

#### **AMERIGROUP Tennessee, Inc.**

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Region	9	١.	IVIIIaale	١
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1/31/2011 100% 99.9% YES  2/28/2011 100% 99.9% YES  3/31/2011 100% 100.0% YES  4/30/2011 100% 100.0% YES  5/31/2011 100% 100.0% YES  6/30/2011 100% 100.0% YES  7/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  9/30/2011 100% 100.0% YES  10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/31/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  1/31/2012 99% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	Region(s): Middle				
3/31/2011 100% 100.0% YES  4/30/2011 100% 100.0% YES  5/31/2011 100% 100.0% YES  6/30/2011 100% 100.0% YES  7/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/31/2012 99% 100.0% YES  2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	1/31/2011	100%	99.9%	YES	
4/30/2011 100% 100.0% YES  5/31/2011 100% 100.0% YES  6/30/2011 100% 100.0% YES  7/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  9/30/2011 100% 100.0% YES  10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/31/2012 99% 100.0% YES  2/29/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	2/28/2011	100%	99.9%	YES	
5/31/2011 100% 100.0% YES 6/30/2011 100% 100.0% YES 7/31/2011 100% 100.0% YES 8/31/2011 100% 100.0% YES 9/30/2011 100% 100.0% YES 10/31/2011 100% 100.0% YES 11/30/2011 100% 100.0% YES 11/30/2011 100% 100.0% YES 11/30/2011 100% 100.0% YES 11/31/2011 100% 100.0% YES 12/31/2011 100% 100.0% YES 12/31/2011 100% 100.0% YES 1/31/2012 99% 100.0% YES 3/31/2012 100% 100.0% YES 4/30/2012 100% 100.0% YES	3/31/2011	100%	100.0%	YES	
6/30/2011 100% 100.0% YES  7/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  9/30/2011 100% 100.0% YES  10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	4/30/2011	100%	100.0%	YES	
7/31/2011 100% 100.0% YES  8/31/2011 100% 100.0% YES  9/30/2011 100% 100.0% YES  10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  1/31/2012 99% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	5/31/2011	100%	100.0%	YES	
8/31/2011 100% 100.0% YES  9/30/2011 100% 100.0% YES  10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  1/31/2012 99% 100.0% YES  2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	6/30/2011	100%	100.0%	YES	
9/30/2011 100% 100.0% YES  10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  1/31/2012 99% 100.0% YES  2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	7/31/2011	100%	100.0%	YES	
10/31/2011 100% 100.0% YES  11/30/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  1/31/2012 99% 100.0% YES  2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	8/31/2011	100%	100.0%	YES	
11/30/2011 100% 100.0% YES  12/31/2011 100% 100.0% YES  1/31/2012 99% 100.0% YES  2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	9/30/2011	100%	100.0%	YES	
12/31/2011 100% 100.0% YES  1/31/2012 99% 100.0% YES  2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	10/31/2011	100%	100.0%	YES	
1/31/2012 99% 100.0% YES 2/29/2012 100% 100.0% YES 3/31/2012 100% 100.0% YES 4/30/2012 100% 100.0% YES	11/30/2011	100%	100.0%	YES	
2/29/2012 100% 100.0% YES  3/31/2012 100% 100.0% YES  4/30/2012 100% 100.0% YES	12/31/2011	100%	100.0%	YES	
3/31/2012 100% 100.0% YES 4/30/2012 100% 100.0% YES	1/31/2012	99%	100.0%	YES	
4/30/2012 100% 100.0% <b>YES</b>	2/29/2012	100%	100.0%	YES	
·	3/31/2012	100%	100.0%	YES	
5/31/2012 99% 100.0% <b>YFS</b>	4/30/2012	100%	100.0%	YES	
120	5/31/2012	99%	100.0%	YES	

TennCare Contractual Requirements Only

90%

99.5%

For the Month Ended Clear

14 Day Clean Claims 21 Day Clean Claims

Compliance?

## UnitedHealthcare Plans of the River Valley, Inc.

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• , ,				
1/31/2011	96%	99.7%	YES	
2/28/2011	97%	99.9%	YES	
3/31/2011	93%	99.9%	YES	
4/30/2011	91%	100.0%	YES	
5/31/2011	99%	100.0%	YES	
6/30/2011	92%	100.0%	YES	
7/31/2011	90%	99.8%	YES	
8/31/2011	99%	99.7%	YES	
9/30/2011	99%	99.9%	YES	
10/31/2011	100%	100.0%	YES	
11/30/2011	100%	100.0%	YES	
12/31/2011	100%	99.9%	YES	
1/31/2012	99%	100.0%	YES	
2/29/2012	98%	100.0%	YES	
3/31/2012	2 100%	100.0%	YES	
4/30/2012	99%	100.0%	YES	
5/31/2012	97%	100.0%	YES	

TennCare Contractual Requirements Only

90%

99.5%

For the Month Ended

14 Day Clean Claims 21 Day Clean Claims

Compliance?

### UnitedHealthcare Plans of the River Valley, Inc.

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1/31/2011	95%	98.9%	NO	
2/28/2011	97%	99.9%	YES	
3/31/2011	95%	99.9%	YES	
4/30/2011	95%	100.0%	YES	
5/31/2011	99%	100.0%	YES	
6/30/2011	89%	99.8%	NO	
7/31/2011	87%	99.8%	NO	
8/31/2011	100%	99.9%	YES	
9/30/2011	100%	100.0%	YES	
10/31/2011	100%	100.0%	YES	
11/30/2011	100%	100.0%	YES	
12/31/2011	100%	100.0%	YES	
1/31/2012	100%	99.9%	YES	
2/29/2012	94%	100.0%	YES	
3/31/2012	100%	100.0%	YES	
4/30/2012	97%	100.0%	YES	
5/31/2012	94%	100.0%	YES	

TennCare Contractual Requirements Only

**90% 99.5%** 14 Day 21 Day

For the Month Ended Clean Claims Clean Claims Compliance?

### UnitedHealthcare Plans of the River Valley, Inc.

Region(s): West

• ,				
1/31/20	1 95%	99.4%	NO	
2/28/20	1 98%	100.0%	YES	
3/31/20	1 94%	99.9%	YES	
4/30/20	1 94%	100.0%	YES	
5/31/20	1 99%	99.9%	YES	
6/30/20	1 93%	100.0%	YES	
7/31/20	1 89%	99.9%	NO	
8/31/20	1 100%	100.0%	YES	
9/30/20	1 100%	99.9%	YES	
10/31/20	1 100%	100.0%	YES	
11/30/20	1 100%	100.0%	YES	
12/31/20	1 100%	100.0%	YES	
1/31/20	2 99%	100.0%	YES	
2/29/20	2 98%	100.0%	YES	
3/31/20	2 100%	100.0%	YES	
4/30/20	2 99%	100.0%	YES	
5/31/20	2 97%	100.0%	YES	

TennCare Contractual 90% 99.5% Requirements Only 14 Day 21 Day

For the Month Ended Clean Claims Clean Claims Compliance?

#### Volunteer State Health Plan, Inc., d/b/a BlueCare

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Region(s): East				
1/31/2011	95%	99.9%	YES	
2/28/2011	100%	100.0%	YES	
3/31/2011	100%	100.0%	YES	
4/30/2011	100%	100.0%	YES	
5/31/2011	100%	100.0%	YES	
6/30/2011	100%	100.0%	YES	
7/31/2011	100%	100.0%	YES	
8/31/2011	100%	100.0%	YES	
9/30/2011	100%	100.0%	YES	
10/31/2011	100%	100.0%	YES	
11/30/2011	100%	100.0%	YES	
12/31/2011	100%	100.0%	YES	
1/31/2012	100%	100.0%	YES	
2/29/2012	100%	100.0%	YES	
3/31/2012	100%	100.0%	YES	
4/30/2012	100%	100.0%	YES	
5/31/2012	100%	100.0%	YES	

99.5%

21 Day

TennCare Contractual 90% Requirements Only 14 Day

For the Month Ended Clean Claims Clean Claims Compliance?

### Volunteer State Health Plan, Inc., d/b/a BlueCare

Region(s): West

Region(s): West				
1/31/2011	94%	99.9%	YES	
2/28/2011	100%	100.0%	YES	
3/31/2011	99%	100.0%	YES	
4/30/2011	99%	99.9%	YES	
5/31/2011	100%	100.0%	YES	
6/30/2011	100%	100.0%	YES	
7/31/2011	100%	100.0%	YES	
8/31/2011	100%	100.0%	YES	
9/30/2011	100%	100.0%	YES	
10/31/2011	100%	100.0%	YES	
11/30/2011	100%	100.0%	YES	
12/31/2011	100%	100.0%	YES	
1/31/2012	100%	99.9%	YES	
2/29/2012	100%	100.0%	YES	
3/31/2012	100%	100.0%	YES	
4/30/2012	100%	100.0%	YES	
5/31/2012	100%	100.0%	YES	

TennCare Contractual 90% 99.5% Requirements Only 14 Day 21 Day

For the Month Ended Clean Claims Clean Claims Compliance?

#### Volunteer State Health Plan, Inc., d/b/a TennCare Select

Region(s): All				
1/31/2011	86%	85.7%	NO	
2/28/2011	100%	100.0%	YES	
3/31/2011	100%	100.0%	YES	
4/30/2011	100%	100.0%	YES	
5/31/2011	100%	100.0%	YES	
6/30/2011	100%	100.0%	YES	
7/31/2011	100%	100.0%	YES	
8/31/2011	100%	100.0%	YES	
9/30/2011			N/A	No original claims processed for the month.
10/31/2011			N/A	No original claims processed for the month.
11/30/2011	100%	100.0%	YES	
12/31/2011	100%	100.0%	YES	
1/31/2012			N/A	No original claims processed for the month.
2/29/2012	100%	100.0%	YES	
3/31/2012	100%	100.0%	YES	
4/30/2012	67%	66.7%	NO	However, only 3 claims processed for the month.
5/31/2012	100%	100.0%	YES	